



**STATE OF MONTANA  
SECRETARY OF STATE'S OFFICE  
JOB PROFILE AND EVALUATION**

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***SECTION I - Identification***

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**Working Title:** Help Desk

**Department:** Secretary of State

**Class Code Number:** 151414

**Division/ Bureau:** Management Services

**Class Code Title:** Computer Support Technician

**Section/ Unit:** Technology Services

**Pay Band:** 4

**Work Address:**

1236 6<sup>th</sup> Ave.

Helena, MT 59601

**Position Number:** 66042

**Phone:** 444-

☐ FLSA Exempt

☒ FLSA Non-Exempt

**Profile Completed By:** Mark Van Alstyne

**Work Phone:** 444-4243

***Work Unit Mission Statement or Functional Description:***

The Secretary of State is one of six executive branch officers originally designated by the Montana Constitution of 1889. The duties of the secretary of state include: interpreting state election laws and overseeing elections; maintaining the official records of the executive branch and the acts of the legislature; reviewing, maintaining, and distributing public-interest records of businesses and nonprofit organizations; filing, publishing, and maintaining administrative rules adopted by state departments, boards and agencies; attesting to the governor's signature on executive orders, proclamations, resolutions, extradition papers, and appointments; preserving the state seal; filing and maintaining records of secured financial transactions, such as liens; serving on the state Board of Land Commissioners and the Board of Examiners; and commissioning notaries public. The Secretary of State's Office is divided into four divisions: Elections, Business Services, Administrative Rules and Management Services, and Records Management.

The Information Technology unit, within the ARMS Division, provides agency IT support for local and wide area network computer and software systems. This involves developing and maintaining all computer systems and connections; acquiring, modifying, configuring, installing and repairing as needed hardware and software; providing responsive and reliable daily technical and operational support including location, diagnosis, and correction of operational errors; acquiring and replacing obsolete IT equipment; developing training materials and training users; and development and maintenance of the agency web site.

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***Describe the Job's Overall Purpose:***

This position serves as MT Votes Help Desk technical worker and end-user technical support. The statewide voter registration system (MT Votes) is a Web-delivered application for all 56 county clerk and recorder offices in Montana. It allows counties to register eligible Montana voters and administer statewide and local elections from a central database and application. With over 250 remote users, the MT Votes help desk is a critical function to supporting elections within the Secretary of State's Office. The help desk worker is responsible for resolving problems reported to the help desk; assisting with user acceptance testing in the change management process; and providing technical end-user support for other Secretary of State divisions and work units, which requires cross-training on other hardware, software and network configurations. This position reports to the IT Help Desk Supervisor, and does not directly supervise other agency staff.

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## **SECTION II - Major Duties or Responsibilities**

**% of Time**

### **A. MT Votes Help Desk Worker**

**55%**

The Montana Votes Help Desk worker position provides elections support for the Montana Votes initiative by resolving problems reported to the help desk, participating in the software change management process, and assisting with user acceptance testing for all items in the change management process. This is provided by:

1. Coordinating help desk phone and e-mail coverage with the help desk supervisor in order to serve customers effectively. During a statewide primary or general election, provides services before and after normal business hours, and remains on-call via cell phone to handle calls outside the extended hours.
2. Identifying and analyzing customer needs and system problems related to hardware, software and network components. Customers are mostly non-technical county elections officials.
3. Maintaining user security rights and roles.
4. Monitoring the performance of the MT Votes application using diagnostic tools, and reporting problems to the help desk supervisor.
5. Installing, configuring and troubleshooting software/hardware components, including printers, workstations, workstation operating systems, application software, and other shared resources.
6. Developing solutions to correct problems using knowledge of software configurations and equipment associated with MT Votes. This involves working closely with the help desk supervisor, software vendor, and DOA ITSD data center support personnel, as well as researching possible solutions outside these resources.
7. Performing user acceptance testing, or working with the counties to ensure the testing has been performed at the county level for items in the change control process.

### **B. End User Support**

**40%**

This position is also responsible for providing end-user support for other Secretary of State divisions and work units, which requires cross-training on other hardware, software and network configurations in addition to MT Votes. This position provides this support by:

1. Responding to support requests from users with the goal to ensure minimal loss of staff time and functionality.
2. Prioritizing support requests to ensure that the appropriate issues are being addressed.
3. Asking questions and employing diagnostic tools and methods to clearly identify the nature of the problem, which can involve a wide variety of equipment and technology.
4. Diagnosing, analyzing and resolving end-user problems with software applications,
5. Developing end-user and technical training materials, and provides both one-on-one and group training using knowledge of training concepts and principles, the target audience, and the Secretary of State systems.
6. Developing solutions to fill requests for customized information, such as data queries, extracts or reports, by creating special-purpose programs, data extracts, database queries or macros, or writing data conversion routines and executing file downloads.

**C. OTHER DUTIES**

**5%**

This position performs a variety of other duties as assigned by the supervisor in support of the agency mission and work unit objectives. This includes exchanging information with agency staff and the public; providing training, education, and professional and technical assistance; directing special projects; participating in ongoing training and educational programs; representing the SOS on multi-state working groups and committees; and performing a variety of other duties as directed.

**2. *Specific examples of problems solved, decisions made, or procedures followed when performing the most frequent duties of this position include:***

Problems and decisions relate to continually resolving problems that occur during system operation. This requires the incumbent to identify and evaluate the nature of problem, determine effective solutions, implement any necessary modifications to resolve problems, and provide technical assistance and training to users to ensure competency.

**3. *The most complicated aspect of this position is:***

The most complicated part of the job is the identification, analysis, and resolution of SOS or MT Votes and other SOS system problems.

**4. *Guidelines, manuals, or written procedures that support this position include:***

General parameters are provided by State information technology standards, SOS operating procedures, and technical system references. The incumbent is expected to modify or recommend alternatives to these parameters as necessary to meet specific SOS objectives. Available manuals include SOS operations manuals, MCA, ARM, and various software and system manuals and technical documentation. Technical assistance is available from the help desk supervisor.

**5. *Which of the duties and/or specific tasks listed under 1. (above) are considered***

***“essential functions” that must be performed by this position (with or without accommodations)?***

The following duties are considered essential functions because they require specialized expertise and skill and are the primary reasons the job exists:

- MT Votes Help Desk Worker
- End User Support

The following mental and physical demands are associated with these essential functions:

**PHYSICAL**

- Lifting (less than 50 lbs.)
- Carry light items (papers, books, small parts)
- Remaining seated for extended periods of time, with occasional walking; standing; bending
- Travel within the state to project locations, and out of state travel by airline to national conferences and meetings.
- Operating a personal computer
- Communicate in writing, in person, and over the phone

**MENTAL**

- Deal with customers on a regular basis
- Ability to multi-task
- Demands for accuracy in all aspects of work
- Ability to meet inflexible deadlines
- Computing arithmetic operations
- Comparing data
- Compiling information
- Analyzing, Synthesizing
- Coordinating
- Negotiating
- Instructing

6. ***Does this position supervise others?*** ☐ Yes ☒ No

**Number directly supervised:**

**Complexity level of the positions supervised:**

**Position Number(s) of those supervised:**

7. ***This position is responsible for:***

- |   |                                 |                                      |                                     |
|---|---------------------------------|--------------------------------------|-------------------------------------|
| <input type="checkbox"/> Hiring                 | <input type="checkbox"/> Firing | <input type="checkbox"/> Supervision | <input type="checkbox"/> Pay Level  |
| <input type="checkbox"/> Performance Management |                                 | <input type="checkbox"/> Promotions  | <input type="checkbox"/> Discipline |
| <input type="checkbox"/> Other:                 |                                 |                                      |                                     |

8. ***Attach an Organizational Chart.***

**ATTACHED**

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***SECTION III - Minimum Qualifications - List minimum requirements for the first day of work.***

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***Critical knowledge and skills required for this position:*****KNOWLEDGE:**

- Knowledge of current PC technology and methods, including experience in the application, capabilities and limitations of office automation, Windows operating systems, word processing, desktop publishing, PC database software, spreadsheets, and communications and host connectivity software and hardware components.
- Knowledge in the use, maintenance, operation and systems design for PC hardware/software and peripheral equipment
- Knowledge of the principles and techniques of office productivity software and Microsoft Office Products.
- Knowledge of Montana election rules.

**SKILLS:**

This position requires:

- The ability to demonstrate advanced problem-solving skills.
- The ability to prioritize work and meet deadlines.
- The ability to explain moderate to complex technical issues both orally and in writing in a clear and concise manner understandable to managers and/or end users who lack technical backgrounds.
- The ability to establish and maintain a positive working relationship and rapport with fellow employees, other state agencies, customers, and the public.
- The ability to learn new software quickly with little or no assistance.

***Behaviors required to perform these duties?***

- **Verbal Communication:** Keeps appropriate individuals informed. Listens to others respectfully, understands or seeks clarification, and responds appropriately demonstrating tact and diplomacy. Expresses thoughts and ideas clearly.
- **Written Communication:** Writes clearly, logically and effectively using proper style, tone, grammar, spelling and punctuation.

- **Flexible at Work:** Responds positively to changes in direction, priorities, responsibilities, personnel or assignments. Works effectively in a variety of situations and with a variety of individuals or groups.
- **Working with Others:** Relates to others in an open and accepting manner; is approachable. Offers and accepts opinions constructively. Adjusts to how individuals and the work unit will react. Treats others with respect. Constructively resolves disagreements. Is open to others' ideas and gives credit and recognition to others.
- **Responsive to Work Needs:** Willing to perform different jobs, cross train, or assist wherever needed. Is aware of co-worker workload and responds accordingly.
- **Takes Action:** Takes effective and appropriate action to perform job duties without being reminded. Willingly accepts more responsibility or more work.
- **Forward Looking:** Suggests improvements and new ideas, technologies, and approaches. Willingly applies new and evolving ideas, methods, designs and technologies to work.
- **Efficiency and Focus:** Uses time effectively and prioritizes tasks. Is aware of workload and makes appropriate adjustments to meet deadlines and complete tasks. Handles interruptions or distractions and stays on task. Achieves goals.
- **Accuracy:** Ensures accuracy of work and makes corrections in a timely manner. Is conscientious and monitors own quality of work.
- **Attendance:** Arrives on time for work and demonstrates good attendance record.
- **Organizational Awareness:** Understands and follows the rules, policies and laws that govern work. Identifies key decision-makers; understands and respects the balance of authority. Acts in an ethical manner.

### **Education:**

Check the one box indicating minimum education requirements for this position for a new employee the first day of work:

- |   |   |
|---|---|
| <input type="checkbox"/> No education required                | <input checked="" type="checkbox"/> Related AAS/2-years college/vocational training |
| <input type="checkbox"/> High school diploma or equivalent    | <input type="checkbox"/> Related Bachelor's Degree                                  |
| <input type="checkbox"/> 1-year related college/voc. training | <input type="checkbox"/> Related Master's degree                                    |

**Please specify the acceptable and related fields of study:** Information Technology, Computer Science, Mathematics, Business, Public Administration or Political Science.

**Required/Acceptable:**

**Related:**

**Other education, training, certification, or licensing required (specify):** Windows operating systems.

**Experience:**

Check the one box indicating minimum work-related experience requirements for this position for a new employee the first day of work:

☐ No prior experience required  
☒ 1 to 2 years

☐ 3 to 4 years  
☐ 5 or more years

**Other specific experience (optional):**

**Alternative Qualifications:**

This agency will accept alternative methods of obtaining necessary qualifications.

☒ Yes ☐ No

***Alternative qualifications include:***

This position requires an Associate's Degree, or a combination of education and Information Technology experience equivalent to an Associate's Degree (one year of experience equals one year education).

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**SECTION IV – Other Important Job Information**

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Work is performed in a normal office environment, and the position requires the ability to communicate effectively in person, in writing, and over the phone. Work hours vary in complying with numerous deadlines, customer requests, interruptions and wide fluctuations in work volumes, and deadlines require the employee to be able to work under pressure for long periods of time.